TLAC 4TH ANNUAL

SPRING CONFERENCE

2003

WPS HEALTH INSURANCE

TRICARE

Madison, Wisconsin

WPS HEALTH INSURANCE

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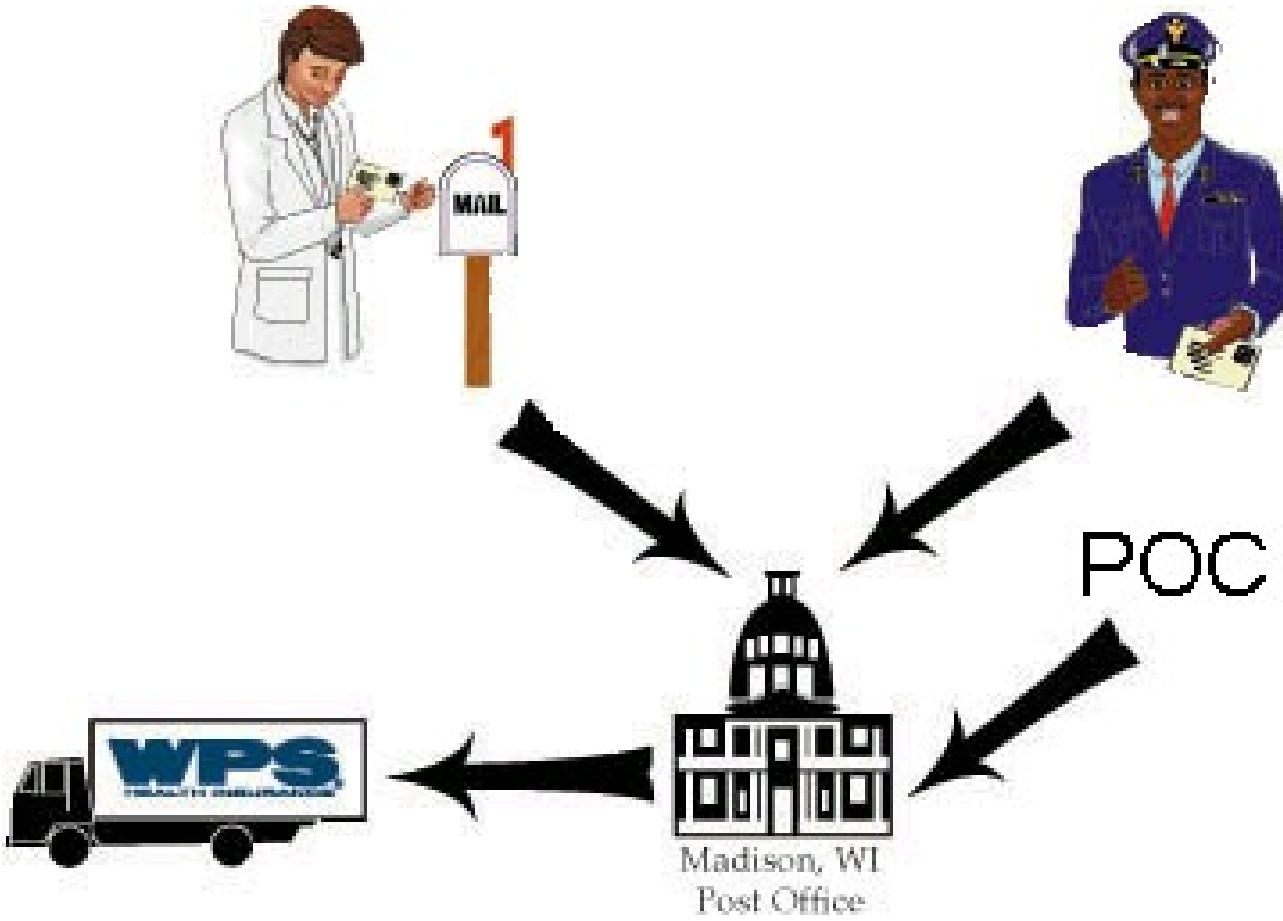
AGENDA

- POCs Responsibilities
- Claims Processing Overview
- Common Causes of Delays
- Checking Status of Claims
- New Tricare Overseas Website

Claim Submission



Point Of Contact

The contractor shall operate a dedicated telefax for the purpose of receiving and expediting TRICARE Overseas claims and correspondence from all designated POCs. The contractor shall in turn use the telefax to request information from all POCs, when additional information is needed to process the TRICARE Overseas claim or correspondence. When information has been requested from the POC, the contractor shall pend the claim for ten (10) calendar days. If the requested information is not received from the POC by the close of business (COB) on the tenth [illegible] calendar day, the claim shall be denied.

IMPORTANT NUMBERS

- POC (ONLY) FAX – 608 301 2201
- CUSTOMER SERVICE –608 301 2311

POC RESPONSIBILITIES

AUTHORIZATONS

- JAPAN
- KOREA
- TURKEY
- SPAIN

- GERMANY
- UNITED KINGDOM
- BELGIUM
- ITALY
- PUERTO RICO

COVER SHEET

- NUMBER OF PAGES
- NAME OF POC
- NEW CLAIMS
- INQUIRIES

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PRIOR TO FAXING

- CHECK TOP OF CLAIM FORM
  - Patients name as enrolled on DEERS
  - Correct date of birth
  - Sponsors social security number
  - Valid patients signature
    - Over 18 you must sign claim
    - Under 18 your parent or guardian must sign claim

REVIEW BILLS

- Always need complete provider name and address
- Always need the complete beneficiary address

  This is where the checks and any paperwork is mailed when processing is completed

REVIEW BILLS Cont.

- DIAGNOSIS
- DATE OF SERVICE
- PROCEDURE
- PATIENT NAME ON BILL
- AMOUNT BILLED

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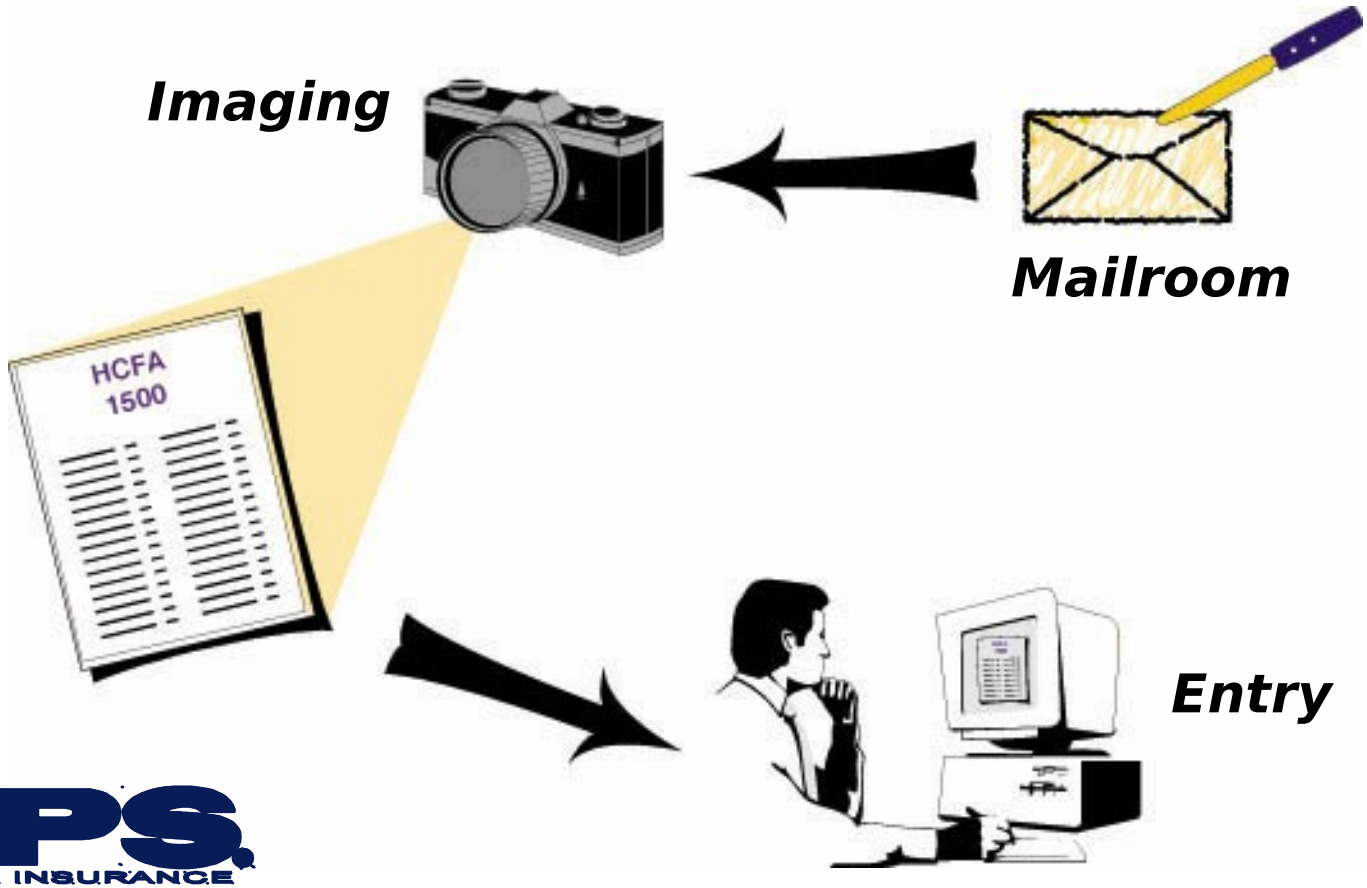
Correct POC Information

- Any change
  - POC
  - Fax number
  - Mailing address

Claim Preparation



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Mail New Claims to:

TRICARE OVERSEAS
P.O. Box 7985
Madison, Wisconsin
53707-7985

Main Processing System

- Validity Edits
- Jurisdiction Edits
- DEERS Query

Main Processing System

- Other Health Insurance
- Provider Validation
- Duplicate check
- Authorization check

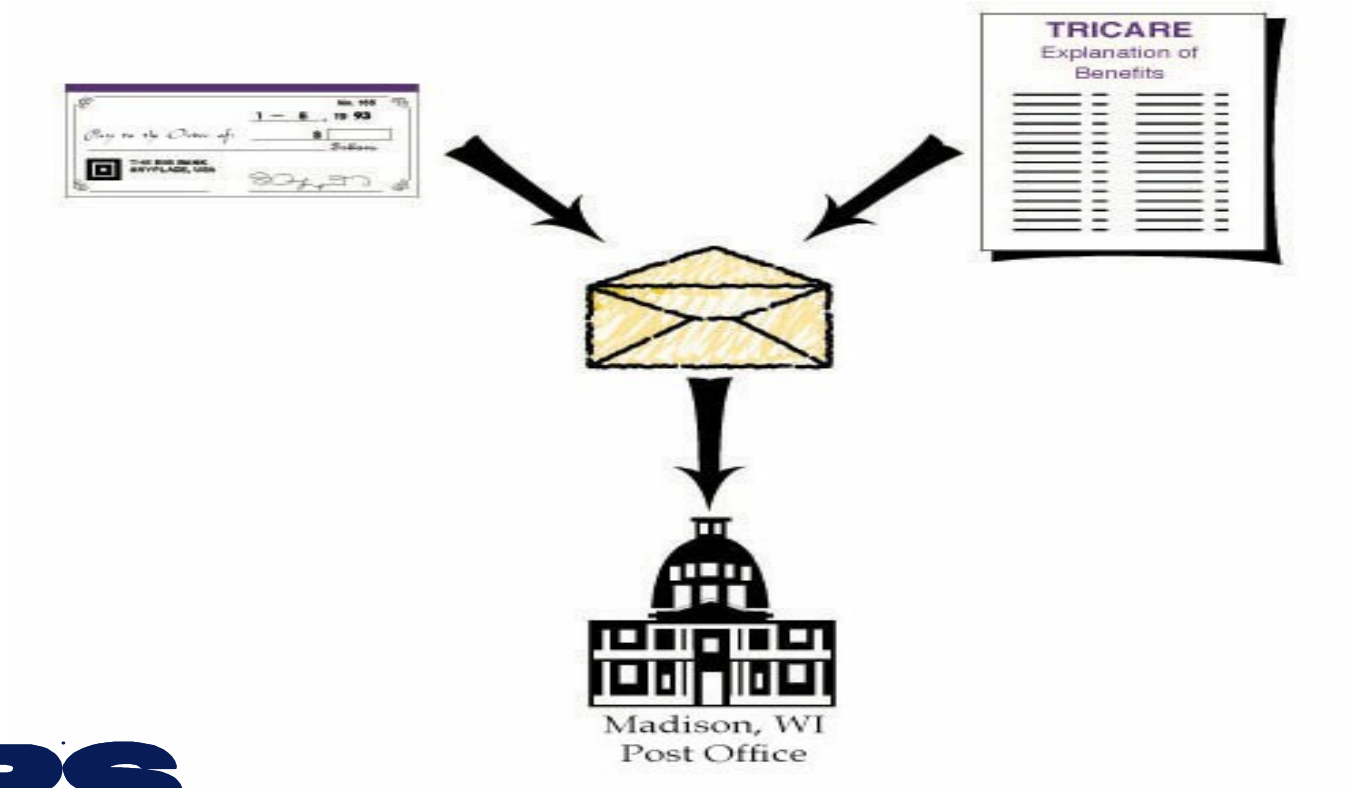
Main Processing System

- Medical Review
- Third Party Liability
- Query and Update CDCF

Main Processing System

- Print Checks / Create Foreign Drafts
- Confirm Payment with TMA (not-at-risk)
- Create & Send HCSRs and HCPRs

Outbound Mail



Claims Processing Performan
Standard 85% within 21days

Correspondence Performance Standand is 85% in 15days

Customer Service

Staff

Mail Correspondence to:

TRICARE OVERSEAS
P.O. Box 7992
Madison, Wisconsin
53707-7992

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Current Statistics

Main **Delays** in Processing

- **No provider listed on bills**
- **Missing claim information**
- **Missing diagnosis or description**
- **Discrepant or incorrect information**
- **Illegible penmanship**

Current Statistics

Misc.

- About 6% of all claims are removed for out-of-jurisdiction transfers

- About 5% of receipts are returns (OHI, signature etc)

Contractors

- Timely telephone access
- Improve clarity in all communications
- Make our staffs better customer advocates (empathy)
- Continue to improve quality of all processes

Suggestions

- DEERS Accuracy is the Sponsor/Beneficiary's responsibility
- Enrollment with the correct Tricare Overseas Program is the Enrollee's responsibility
- OHI Information Accuracy

When assistance is Needed

- Sponsors social security number
- Name of Patient
- Date of Service
- Provider
- Your question

Customer Service

- Only handles claim processing issues
- Authorization questions to Lead Agent
- DEERS updates to Lead Agent
- Hours - 02:00 AM CST - 17:00 PM CST

References

- TMA Web site- www.tricare.osd.mil
- Tricare15.army.mil
- Tricare4u.com

TRICARE4u

- Beneficiaries who register
  - Can check claim status
  - View eligibility
  - Check out of pocket expenses
  - Contact customer service
  - Update their personal profile
  - Update or add Other Health Insurance
  - Request duplicate TRICARE EOB's
- All within a secured environment

REGISTRATION

- Select register
- Select Beneficiary Registration
- Create and enter a username
- Enter sponsor
- Enter first name as shown on ID card
- Select gender

» cont.

TRICARE4u

- Enter your year of birth
- Telephone number (optional)
- Select your region
- Select a forgot password question
- Enter your forgot password answer
- Continue

» cont.

TRICARE4u

- You must agree to the terms and conditions in order to register with the TRICARE4u web site
- Enter your e-mail address
- Select finish
- After you register your temporary password will be mailed to you at the address we have listed on file with TRICARE

TRICARE

Questions

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Thank You !